

# Lincolnshire Good Home Alliance: LSE Evaluation and GHA Outcomes

January 2026

## 1. Background

In 2021, the Centre for Ageing Better published the Good Home Inquiry, a landmark, evidenced-based analysis of housing in England. It revealed the urgent need to address the poor condition of millions of homes across the country, which pose serious risks to health, safety, and wellbeing, particularly for older and vulnerable residents.

One of its key recommendations was the creation of 'Good Home Hubs' in every area. These hubs would act as trusted, accessible one-stop centres offering:

- Clear, tailored information and advice on home improvement.
- Guidance on available services, schemes, grants, and products.
- Support with planning, paying for, and commissioning works.
- Help to navigate the often-complex process of making a home safer, warmer, and more suitable for ageing.

Between May 2022 and April 2023, ARK Consultancy were employed by the Centre for Ageing Better to work with a project team from LCC and district officers. The purpose of the project team was to engage with residents and organisations across Lincolnshire to understand how more residents could be supported to live in a home that meets their needs and is well maintained. The process involved:

- Reviewing existing evidence, nationally and in Lincolnshire
- Engaging with individuals, groups and stakeholders to understand issues and barriers.
- Developing, designing and testing out new solutions.
- Producing a service framework for delivery in Lincolnshire and elsewhere.

The project engaged with stakeholders across Lincolnshire including:

- 1093 responses to community survey
- 68 responses to staff survey
- Over 40 community groups
- Over 250 individuals

This resulted in the development of the 'Good Home Alliance' model and identification of the key themes the services should address, including:

- Simplified access to information and services
- Advice on options
- Healthy home assessment
- Keeping warm / energy efficiency
- Finding trusted tradespeople
- Financial solutions
- Support to commission work
- Practical support

## 2. Good Home Lincs resources (information & signposting)

Hosted on the [Connect to Support Lincolnshire](#) (CTSL) web-platform, [Good Home Lincs](#) (GHL) provides tenure blind information, signposting and resources to help people identify services and solutions to enable them to stay safe, warm and well at home.

The webpages aim to bring together existing information from trusted sources from across the internet and county into one place, providing residents and those supporting them with a 'one-stop-shop' for all housing, maintenance, repair, improvement and adaptation issues – including information on moving home and maintaining a healthy home.

Content and information contained within the on-line resources has been developed in partnership with organisations, networks and services across Lincolnshire, including:

- Lincolnshire Healthy and Accessible Homes Group
- Lincolnshire Housing Standards Group
- Lincolnshire Financial Inclusion Partnership
- Lincolnshire Trading Standards Buy with Confidence scheme
- Lincolnshire Fire and Rescue
- Greater Lincolnshire Energy Efficiency Network
- Safer Lincolnshire Partnership
- Lincolnshire Children & Young People Asthma Network

To support residents and households that are less digitally included, the Lincolnshire Connect to Support platform offers a range of accessibility features, including language translation, increased text size, and a PDF booklet function, enabling content to be printed in hard copy format.

The web pages include an 'interactive house' image through which web-users can navigate to relevant content by clicking on the image (see Figure 1 below).

**Figure 1. GHL Interactive House Tool**

Click on the house below to visit our interactive Good Home tool, providing you with information about home improvements.



In addition, the GHA has produced printable leaflets for distribution at community events, and for those who are less able to access online information, including:

- [A cross-county guide to Disabled Facilities Grants \(DFG\)](#)
- [An all-tenure guide to Condensation Damp & Mould](#)
- [A 'Staying Safe Warm and Well at Home this Winter' information guide.](#)

Since launch of the GHL webpages, additional intersections and interactions have been identified to further the resources and access to information available between the GHA and other Lincolnshire services, including:

- **‘Money Talk Lincs’ (MTL).** Links and signposts have been established between associated CTSL sections of GHL and MTL to navigate web users to relevant content without needing to have awareness of the other section.
- **‘Wellbeing Lincs’.** Links and signposts have been established between associated CTSL sections of GHL and Wellbeing Lincs to navigate web users to relevant content without needing to have awareness of the other section.
- **‘Armed Forces Community Directory’.** Links have been established from the directory to the GHL webpages for those (veterans and military families) seeking housing related information and advice.
- **‘Lincolnshire Community Foundation’ (LCF).** Links from the LCF website have been established to navigate web users to the GHL when seeking further help and support.
- **‘Lincolnshire Alert – Office of the Police & Crime Commissioner’ (OPCC).** Lincolnshire Alert has featured links to the GHL webpages when providing relevant message alerts. E.g. ‘Rogue Traders’ and door-step fraud for home repair or maintenance.
- **‘Lincolnshire Community and Voluntary Partnership’.** The LCVP website has featured links to GHL and promotes GHA information sessions for wider Lincolnshire stakeholders to increase awareness of GHL.
- **‘Lincolnshire ICB - Your health and services’.** This website features links to GHL and the joint (NHS/GHA) produced ‘Guide to condensation, damp and mould’ downloadable PDF to provide information and advice to anyone concerned about damp and mould, or other issues in the house that can affect a child with Asthma.
- **Healthy Home Assessment.** Accessed via a dedicated ‘Healthy Home Assessment’ section of the GHL webpages, the Healthy Home Assessment tool enables web visitors to fill in a questionnaire with details of their property condition and the kind of support they need and are directed to relevant information and services on the website. The HHA tool is designed to be used by residents, households and families as well as supporting professionals visiting clients in their homes, who can complete the questionnaire on clients’ behalf.
- **Social Media.** A publicly available [social media pack](#) is also available providing a series of social media posts to promote GHL. The social media pack is available to download on the GHL webpages for alliance partners and other stakeholders to promote and share across their networks.

In addition to the on-line Good Home Lincs resources, the Good Home Alliance Team attends **community events**, centres and activities to promote GHL, provide hard copy resources and on the spot information, signposting and advice to residents and attendees. Good Home Lincs representation at events has included:

- Local Energy Advice Demonstrator events
- Social Prescribers Network events
- Health & Wellbeing events
- NHS Falls events
- Family Hub events
- Carers groups
- Health watch events

- Veterans' events
- Lincolnshire Show
- Flu and Covid vaccination clinics

### 3. Good Home Alliance Advice and Casework Support

The Lincolnshire Good Home Alliance advice and casework team offers a '**professional advice**' service to all professionals (paid and voluntary) working in Lincolnshire. This service element provides information and advice to enable people supporting residents and households to signpost and support residents to address any identified housing condition issues.

The GHA team has provided advice to a range of professionals working for organisations and teams including:

- District Councils (Housing Standards, Accessible Homes and Customer Contact Staff)
- County Council (Early Help, Social Care and Occupational Therapy)
- NHS Hospitals and Respiratory specialists
- Neighbourhood Teams (NHS and Housing)
- GP surgeries and social prescribers
- Lincolnshire Fire & Rescue
- Wellbeing Lincs.
- Carers Services
- Sensory Services

Anglian Water offers an Extra Care Assessment to identify whether customers are eligible for discounted tariffs, priority services and other support schemes. They will also check for ways to maximise customers income by advising what benefits a household may be entitled to and identifying additional support that may be available to support residents.

The GHA team works proactively with Anglian Water to ensure residents are aware of one another's services by attending joint events. In addition, the Anglian Water Extra Care Support Team has been provided with the GHA team email and phone number, to enable their staff to access the professional advice service and provide further information and advice to residents in need of support.

Groundworks Green Doctors offer free impartial advice to residents to help people manage bills and save energy in the home. Green Doctors can provide different kinds of support, including advice on paying off debt with energy and water companies, identifying other concerns such as damp & mould, and making referrals to other services.

The Green Doctors in Lincolnshire are working proactively with the GHA, taking referrals from the advice and case work service, sharing information at events and accessing the GHA professional advice service when wider housing condition related issues are identified in the home during one of their visits.

The GHA team operate an **advice and casework pilot service**, providing direct advice and support to more vulnerable residents. Advice and support provided ranges from helping residents to identify potential funding options to pay for work, finding and engaging trusted trades people, to providing practical support to arrange and complete works, and, where appropriate, supporting residents to move to a more suitable home.

Referrals to this service are accepted from a range of referral partners, including District and County council teams, Lincolnshire Fire and Rescue, NHS asthma & hospital discharge

practitioners, the Wellbeing service, Local Energy Advice Demonstrators, and Lincolnshire Family Hub staff. Referrals are accepted for residents of all tenure and age where the following criteria is met:

- a) The household is resident of Boston Borough Council, City of Lincoln Council, East Lindsey District Council, North Kesteven District Council, South Holland District Council or West Lindsey District Council. AND
- b) The occupant has provided consent to the referral and to be contacted by a GHA caseworker; is eligible for a service provided by the referring partner and/or
  - The referring partner has identified potential housing condition issues that may place the occupant at risk of harm.
  - The referring partner has supported the occupant to complete a HHA and has identified housing condition, access or improvement issues.
  - The occupant is unwilling / unable to complete a Healthy Home Assessment form, but willing to be supported by the Advice and Casework team and has an identified vulnerability due to age, disability, health condition, financial hardship, or other factor that places them at potential risk of harm due to their housing conditions.

In addition to taking direct referrals from GHA referral partners, the advice and casework service has established other cross-sector partnerships to drive delivery and implementation of related strategic objectives.

The GHA, in partnership with NHS Lincolnshire ICB has established shared deliverables and actions to support the implementation of the **National Bundle of Care for Children and Young People with Asthma**. This has included:

- Developing the shared 'Guide to condensation, damp and mould'
- Developing relevant content on the impacts of damp and mould on asthma for inclusion within the GHL web resources.
- Establishing a direct referral route for NHS Asthma practitioners to the GHA Advice and Casework support service to support households to identify and address contributing housing condition related issues and hazards.

The direct referral route between NHS asthma practitioners and the GHA provides a single point of access for residents of all tenure to be signposted to the relevant district council team / housing provider or be supported directly by GHA caseworkers to address the identified contributing housing condition issue, supporting Lincolnshire to meet one of the recommendations from the **National Child Mortality Database Report – Child deaths due to Asthma or Anaphylaxis** (December 2024) to “ensure that all children with asthma who are living in homes with damp and mould are prioritised for housing repairs following the introduction of new Tenancy Consumer Standards”.

The GHA, in partnership with Lincolnshire County Council Family Hubs has established a series of joint delivery objectives and actions to support the delivery of the **Family Hub and Start for Life programme minimum expectations**. This has included delivering information sessions to Family Hub staff, to enable them to access and support families to access the GHL resources hosted on Connect to Support, and establishing a direct referral route for Family Hub staff to support families to identify and address potential housing related issues.

The GHA, in partnership with Lincolnshire Fire and Rescue has established a series of joint delivery objectives and actions to support the delivery of the **LFR Prevention Strategy**, including development of the GHL webpage content to provide information and signposting on Fire Safety within the home, promotion of HHA to LFR Community Safety Advocates to

raise awareness with residents and signpost to information and advice on environmental hazards, promotion of the LFR online Home Fire Safety Checks and supported completion by GHA caseworkers, and establishing a direct referral route for LFR to the GHA Advice and Casework support service to support families to identify and address potential housing related issues.

The GHA, in partnership with Lincolnshire County Council Trading Standards have developed a series of shared actions to support the development and promotion of the **Lincolnshire Buy with Confidence scheme** (BwC), including developing GHL web content to provide information and signposting to the Buy with Confidence scheme, identifying opportunities to cross promote the GHA and BwC activities, to support residents to identify and engage trusted traders; and promoting the BwC scheme to traders working with clients in receipt of GHA support.

The GHA team is working with the LCC Leaving Care Service's Participation coordinator to gain feedback on the existing GHL resources from **Care Experienced Young People**, with the aim of ensuring the GHL resources are relevant and accessible to all ages, and to coproduce 'young people – first homes' targeted information and resources for inclusion within the GHL web pages. The response from these young people has been extremely positive, with express shown in supporting the development of simple housing related 'how to' leaflets, posters and quick reference sheets for what to do in an emergency (such as gas, or water leaks etc).

Working with the County and NHS representatives, the GHA Lead is supporting the development of a Lincolnshire '**Home from Hospital**' **Discharge Protocol**. The aim of the protocol is to reduce delayed discharges, ensure patients who are medically fit for discharge can return to safe and warm homes, and provide a single consistent protocol for Lincolnshire, that brings together key NHS, County and District services and provides clear discharge pathways and escalation routes when barriers to discharge are identified.

#### **4. LSE Evaluation Activities and GHA Outcomes**

The Centre for Ageing Better has commissioned the London School of Economics to undertake a process and impact evaluation of the GHA pilot period (1 July 2024 to 30 June 2026) to provide internal learning to inform GHA development and decision making and deliver an external evaluation to provide a comprehensive evidence base for the development of other 'Good Home Hubs' across the country.

The LSE evaluation looks at impact, process and value for money, and uses a mixed methods approach of data collection, surveys, interviews, site visits and web analytics. LSE provided the first year of delivery report for internal consideration in December 2025, with a planned public document summarising the first year of delivery expected to be produced by the Centre for Ageing Better in March 2026. The final evaluation report is expected in September 2026, on conclusion of the full two-year pilot period.

#### **5. GHL web activity**

The Good Home Lincs website was officially launched on 19 September 2024 and evaluation figures run to 29 September 2025. Over this period there were:

- 8,637 total users, of which 7,204 were new users.
- 21,181 page views.

The GHL web pages soft launched in April 2024 – over this period there has been a total of 9,528 users to the 29 September 2025.

The top five most visited pages (excluding the GHL landing page and the About us page) are:

- Healthy Home Assessment
- Paying for Works leading to: Grants and Charitable and Financial Support
- Home Improvements

According to VPN data, just over a third of all users are from Lincolnshire, closely followed by London. However, this data is not always accurate as service providers often route IP addresses and traffic back to a physical location.

Between 8 April and 16 Sept 2025, 84 people completed the Healthy Home Assessment tool—that is, about 3.5 people a week. Two-thirds completed the assessment independently and the remainder were helped by someone else.

## **6. Engagement & Outreach activity**

In total, since service launch, the GHA team has attended more than 136 events across the county, engaging with more than 2000 residents, and more than 1900 professional engagements - in addition to a further 570 engagements at mixed community and professionals' events.

## **7. Advice and Casework activity**

### **7.1. Demographics**

In total, the GHA casework team handled 233 cases in the first year of delivery to September 2025, 153 of which had been closed.

The majority of cases were female (65%), and - reflecting the demography of Lincolnshire as a whole- the majority of clients are British and are either classified as 'White' or 'White British'. Over a third of clients were over the age of 66. A small proportion (5%) are under the age of 18. Most clients (69%) had no children in their households and 43% lived alone. Of the 31% with resident children, more than half (16%) lived in a single parent household. Of the clients with no children, 12% lived with another working age adult, and 15% lived with an older adult.

### **7.2. Tenure**

The majority of clients (63%) are owner occupiers, followed by social housing (19%), and private renting (14%).

The owner occupation figure is slightly lower than for the overall population of GHA authorities, while the proportion of social tenants is higher.

### **7.3. Health conditions**

Referrers reported that 66% of clients had some form of health condition impacted by the state of their homes. Some 22% had two conditions, and 36% had three or more.

The most common issue was mobility (37%), followed by mental health challenges (17%) and asthma/COPD (14%). 31% of clients had 'other medical issues' that were not categorised.

### **7.4. Issues in the home**

The most frequently named issues were Financial Options (35%); this and the related 'support to apply for grants' usually appeared in conjunction with other physical problems.

Some of the physical issues overlapped, such as living in a cold home and boiler replacement required. The most common physical issue identified was damp and mould (31%), followed by living in a cold home or lack of hot water, property disrepair/septic tank (16%), and problems with the boiler (14%).

Referrals most often identified the need for financial or energy support and issues of cold and damp, themselves possibly related to specific types of disrepair.

The evaluators conducted a co-occurrence analysis to identify the issues that tend to be flagged together within the same referral. Finance options appeared alongside roof repairs 68% of the time, living in a cold home/No hot water (63%), Replace/Broken boiler (50%) and Damp & Mould (30%).

Properties often have a number of related problems e.g., Property disrepair overlapped with Hoarding/Clutter (46%) and cold homes (37%), while hoarding often appeared with cleaning (46%) and finance (54%).

## **8. Caseworker interventions**

Caseworker interventions span a range from the very light touch (simply signposting clients to information) to the intensive, frequent, in-person support with practical actions.

In the first year of delivery nearly half (48%) of closed cases had received some form of advice and guidance, which could include either helping the client access a service or investigating further options.

The most common topic in the first instance was information about grants (54%), followed by information about how to pay for works (39%). Suggesting that at least some clients had an understanding of the work required but were unsure how to pay for it.

Alongside providing initial information, GHA caseworkers also signpost relevant services and organisations that clients could contact. These included:

- the Connect to Support/Good Homes Lincs website (30% of clients)
- Charitable support (26%), and
- Citizens Advice/trading standards (20%)
- Seventy-one percent of clients were signposted to at least one organisation.

In some cases, caseworkers themselves contact those organisations with referrals, in the first year 28% of closed cases had been onward referred.

Information and advice are also the initial approaches for cases that were still open. Providing access to financial solutions (68%), finding trusted traders (64%), and commissioning works (61%) appear in most cases.

Of the 153 closed cases, 23% (35 clients) had works delivered in their homes. These were most often related to:

- Flooring (42%), including installation of carpet in social rented homes
- Bathroom repairs (32%)
- Unspecified remedial works (21%).
- Heating systems and hot water accounted for another 16% together.

Of the further 80 cases still open, 28 (35%) had works delivered with GHA support, and/or interventions via GHA referral at the time of analysis.

Delivery of works was mostly concentrated in a handful of practical fixes including:

- Bathroom/WC repairs (21%)
- Remedial works (18%),
- Flooring (18%), and
- Aids/adaptations (18%).

Where risks were acute, GHL had been front-loading cleaning and decluttering or supporting stopgaps such as providing temporary heaters or dehumidifiers.

The table below provides a summary of the types of work delivered in the first year with caseworker support.

**Table 1. Types of work delivered with caseworker support**

| <b>Works delivered</b>  | <b>% of closed cases<br/>(153 total)</b> | <b>% of still open cases<br/>(80 total)</b> |
|-------------------------|------------------------------------------|---------------------------------------------|
| Flooring                | 42                                       | 18                                          |
| Bathroom / WC repair    | 32                                       | 21                                          |
| Remedial works (repair) | 21                                       | 18                                          |
| Decluttering            | 11                                       | 14                                          |
| Heating system/boiler   | 11                                       | 14                                          |
| Pest control            | 5                                        | 6                                           |
| Electrical repair       | 5                                        | 6                                           |
| Hot water               | 5                                        | 6                                           |
| Plumbing                | 5                                        | 6                                           |

The cost of individual interventions completed ranged from £75 (bathroom repairs) to £6000 (repairs to heating and hot water system). Two clients had work delivered at no cost (decluttering and floor repairs).

Some cases are closed with remaining issues for a variety of reasons, including clients' inability to access the funding needed or resistance to further works being carried out in their home.

Of closed cases that received caseworker support (81 cases), a minority (19%) still had outstanding issues with their homes after the case was closed. About half of such clients were unable to access the necessary finance, and about half still had outstanding disrepair issues.

### **8.1. Risks Reduced**

In the first year of delivery, the most common types of risk reduced were overall health and safety (22%) and damp and mould (21%), followed by a general category of poor housing conditions.

In most cases more than one type of risk was reduced. 43% of cases saw a reduction in 1-3 risks, and one case recorded 7.

The table below provides a summary of the types of risks reduced by GHA interventions in the first year with caseworker support (of 81 closed cases where interventions were received).

**Table 2. Risks reduced by caseworker interventions**

| <b>Type of risks reduced</b>           | <b>Number</b> | <b>%</b> |
|----------------------------------------|---------------|----------|
| Health and Safety risks                | 18            | 22       |
| Impact of damp & mould                 | 17            | 21       |
| Impact of poor housing condition       | 14            | 17       |
| Accident/ injury                       | 10            | 12       |
| Injury /accident to child(ren) in home | 8             | 10       |
| Slips trips & falls                    | 7             | 9        |
| Cold home (Interim heating solution)   | 6             | 7        |
| Fire                                   | 3             | 4        |
| Clutter                                | 3             | 4        |
| Hospital stay                          | 3             | 4        |
| Improved energy efficiency             | 2             | 2        |
| Impact of overcrowding                 | 2             | 2        |

## 8.2. Service output and outcomes in year one

LSE evaluators note that the most obvious output of the project is the **completed improvement of 40 homes** with caseworker support or through referral to other agencies, with many more improvements planned or underway

A second important output was repairs and modernisation undertaken by clients themselves after getting information and advice from GHL staff and/or the HHA tool.

## 9. Example Advice & Casework Outcomes

- A resident being supported to return home from long-term temporary residential care, due to lack of heating and hot water in her primary residence.
- A couple living in a shared ownership property, being supported to access a replacement heating system, after being without heating and hot water for over 8 years.
- A child being deescalated from a child protection plan, due to the parents being supported to access funding and replace hazardous stair carpets.
- A family with a newborn being supported to access non-council funding to replace a broken boiler, as opposed to accessing council-funded discretionary housing assistance.
- A parent of a child with SEND being supported to access appropriate flooring in the child's bedroom to reduce associated risks.
- A family living in isolated rural social housing being supported through the process of moving to a more accessible area and enabling the children to more easily access care.
- A resident being supported to access 'pro-bono' decluttering services, following a clutter related house fire.
- A resident and spouse being supported through the hospital discharge process accessing social housing to prevent a delayed hospital discharge, due to the primary residence being in serious disrepair and an estimated works cost of approximately £60,000.
- Residents being supported to resolve issues with damp and mould, via liaison with Housing Standards, and direct provision of information, guidance and equipment to reduce immediate severity and impact.

- Providing targeted information and signposting to enable residents to address and self-implement solutions, following caseworker triage, including a veteran's spouse being signposted to and accessing funding through a SSAFA grant to undertake roof repairs that they would otherwise have been unable to afford.

## 10. Casework referrals to date

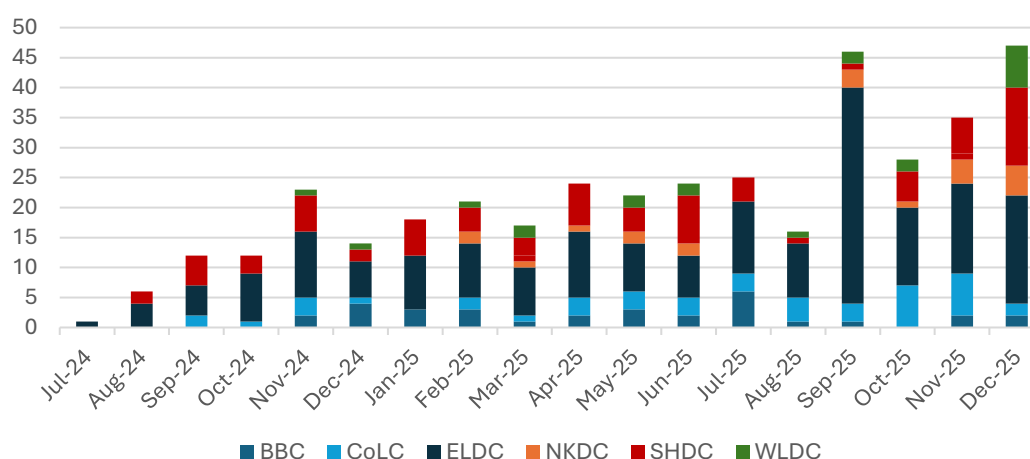
In total between July 2024 (pre-launch) and 31 December 2025. The GHA has received a total of 391 referrals for advice and support. The table below provides data on the number of referrals received by the GHA across funding districts.

**Table 3. Referrals by GHA funding District**

| BBC | CoLC | ELDC | NKDC | SHDC | WLDC |
|-----|------|------|------|------|------|
| 32  | 45   | 190  | 21   | 80   | 21   |

Figure 2 below provides data on the number of referrals by month by resident district.

**Figure 2. Referrals by Month by Resident District (July 2024 – 31 December 2025)**



## 11. Overall assessment and value for money

LSE evaluators noted that from year one activity, benefits are potentially high. Positive effects in terms of reduced hazards and greater client wellbeing began to appear as the first cases were closed, and the flow of benefits is now accelerating.

In the next phase of the evaluation, LSE will collect more robust evidence on the type and magnitude of benefits, including importantly reductions in public-sector costs, to inform a more detailed cost-benefit analysis.

Overall, however, LSE note that the experience of the first year suggests that the advice and casework service represents good value for money.